

Job Description

Job title:	Accommodation Support Assistant – University Residences
Department/School:	Security Services
Grade:	3
Hours:	20 over 4 evenings
Location:	Claverton Down Campus and City Campus Accommodation

Job purpose

Reporting into the Security Services Team, Accommodation Support Assistants, deal with reception enquiries out of office hours and assisting with security & safety issues within the University's student residences on Campus or in City Campus accommodation buildings.

Source and nature of management provided

The role is managed by the Supervisory Accommodation Security Officer (SASO) or Supervisory Security Officer (SSO Campus)

Staff management responsibility

None

Special conditions

1. Due to the nature of the work, the post-holder will be required to lift and carry a weight of up to approximately 20 kilos (e.g. suitcase).
2. The post is non-sedentary.
3. A uniform and footwear will be provided and must be worn to comply with standards of appearance requirements. Personal protective equipment (PPE) and training will be provided as appropriate to the post.
4. This role will generally operate between the hours of 19:00hrs and 23:59hrs, will include some weekend work and an element of flexibility is required during busy periods.
5. It is essential that the post holder possesses a full valid driving license for manual vehicles as they will be required to drive a university vehicle between residences.

Main duties and responsibilities

A General Maintenance & Portering

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| 1 | Resolve minor maintenance issues such as replacing lightbulbs, clearing blockages and reporting anything in need of more major repair or replacement. |
| 2 | Assist customers with luggage, other portering requirements as required |
| 3 | Remove/replace equipment/furniture when required within the residences, following manual handling training and guidance. |

B Security, Health & Safety

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| 4 | Carry out weekly fire alarm testing and fire equipment checks. Act as Fire Warden as necessary. Respond to fire, lift and intruder alarms (City Campus). |
| 5 | Assist the Security team with the safety of the residence buildings, their contents, staff, students and other users, being in radio or phone contact as required. |
| 6 | Undertake Health & Safety training as required. This will include manual handling, fire safety awareness, fire warden, infection control and. Be prepared to undertake further training as needed. |
| 7 | Be familiar and proactive with the department's environmental standards. |
| 8 | Become a trained first aider and offer basic first aid if and when required. |
| 9 | Respond to customer requests and safety incidents as directed, eg room lock-outs, incidents requiring clear up and supporting with building close-down procedures. |
| 10 | Having responsibility for patrolling buildings and grounds, checking safety and cleanliness. |

C Reception and General

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| 11 | Perform reception duties, receiving and directing visitors, students and colleagues, as required, ensuring excellent customer service is maintained at all times. Having responsibility for access control equipment and keys in accordance with procedures. |
| 12 | Utilise the University Employee Self Service database to update personal details and book holidays and undertake online training modules. |

As part of the **Security Services** team you may be required to change building or work location across the service at any time as required.

You will be encouraged to actively promote energy saving measures and environmental campaigns by engaging with colleagues and students whilst at the same time minimising your own environmental impact, using resources with minimum waste and increased recycling.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person Specification

Criteria	Essential	Desirable
Qualifications		
Good level of numeracy and literacy both in spoken and written English language.	✓	
Basic level of computer literacy.		✓
First aid trained	✓	
Fire Warden trained	✓	
Qualified driver for manual cars/vans (valid licence)	✓	
Experience and Knowledge		
Understanding of basic Health and Safety, commensurate to the post.	✓	
Previously worked in a physically demanding position and able to demonstrate an appropriate level of fitness.		✓
First aid trained or willingness to train.		✓
Skills		
Experience in a similar role.		✓
Attributes		
Good customer service skills and ability to communicate with staff, students and visitors at all levels.	✓	
Demonstrate the capability of working alone and on own initiative as well as integrating within a team.	✓	
Show a willingness and enthusiasm to add value to the operation.	✓	
Smart appearance - a uniform and safety shoes will be provided and must be worn.	✓	
Able to work additional hours when required.		✓

Effective Behaviours Framework

The University has identified a set of effective behaviours, which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.